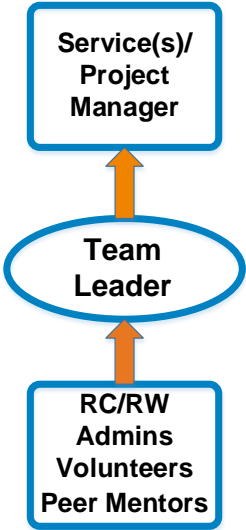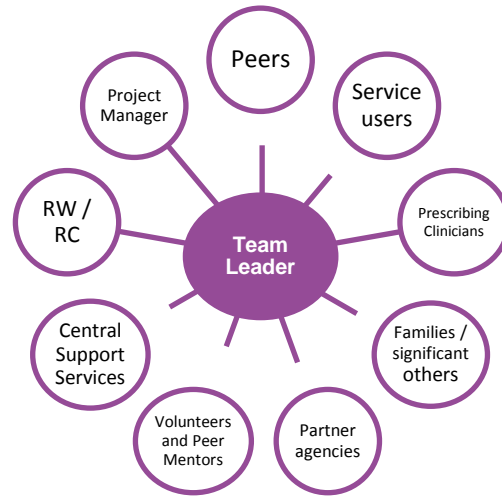| Job Title:	**Team Leader**

1.	Main purpose of the role

As directed by your manager, you will provide clear role modelling and leadership for your team to ensure effective service provision for service users. You will support the delivery of high quality service provision by:

- Creating an ambitious service user focussed culture.
- Engaging staff to provide a continually improving and innovative service.
- Providing leadership, management, support and development to a diverse team of staff.

2.	Reporting and working relationships

Reporting relationships:

The role will report directly to the Project/Service Manager.

You will line manage a team of staff which may include frontline staff, administrators, Volunteers, Peer Mentors, Social Work and Student Placements.

Service(s)/
Project
Manager

↑

Team
Leader

↑

RC/RW
Admins
Volunteers
Peer Mentors

Working relationships:

This role is vital to the development and continuity of the service and includes multi-agency working.

3	Role-specific responsibilities
3.1	Operational line management of a team of staff which includes supervision (with reflective practice), appraisal, performance and sickness management as well as ensuring staff follow CGL and external policies applicable to their roles.
3.2	Empowering staff to promote hope, empowerment, choices, control and opportunities that assist service users reaching their full potential as individuals and community members.
3.3	Ensuring that CGL's values are at the heart of everything we all do, through values based decision making and leadership, creating values based culture.
3.4	Manage the rota of staff, working with other managers to ensure all elements of the service are covered appropriately. Participate in management on-call duty/rota.
3.5	Ensuring quality of service delivery through data analysis and engaging staff in service quality improvement planning. Where necessary, create team and individual performance plans to improve quality and performance.
3.6	Work with your team and Designated Safeguarding Lead (if not your role) to ensure that the practices within the team/service enable identification of service users, children and families who are at risk. Ensure that staff are competent in the delivery of interventions that reduce risk to service users.
3.7	Plan, chair and contribute to team meetings that promote learning cultures, cascade information, and provide feedback mechanisms for staff on service delivery/developments.
3.8	Utilise Skill-Station (CGL's learning and development platform) to identify the learning and development needs of your team and engage staff in face to face and eLearning as appropriate.

3.9	Support staff to improve service user outcomes through observed practice, providing timely values based feedback.
3.10	Working with the management team, maintain strong governance and monitoring systems, ensuring a consistent, high quality service and ensure professional standards are met and best practice is implemented.
3.11	Attend internal and external meetings, with a range of different stakeholders on behalf of the management team.
3.12	Lead on the recruitment, selection and induction of staff and volunteers.
3.13	Contribute to the safety of staff and service users by monitoring the maintenance of health, safety and security procedures in the working environment, and carrying out risk assessment procedures.

It may occasionally be necessary for the post holder to carry out duties additional to this job description, including duties usually contained within the posts above and below this role. Job descriptions for these posts are available on request.

4	CGL's commitment to you
	CGL works within the following framework and requires all employees to do the same.
4.1	Equal Opportunities CGL are committed to creating an inclusive environment, which celebrates difference and allows our staff and service users to flourish. CGL are committed to promoting and ensuring anti discriminatory practices through our organisational values, policies and procedures, which we expect all staff to promote and adhere to. CGL expect all staff to challenge prejudice and discrimination, to support staff with this we offer robust supervision alongside training and development opportunities to continually improve equality, diversity and inclusion practises.
4.2	Vision CGL enables people to make the positive changes necessary to lead independent and purposeful lives and create safer, healthier communities.
4.3	Career Development and Progression CGL is committed to providing its staff with opportunities for personal and professional development. We provide an internal training and development programme and aim to keep all our people up to date with new legislation and trends in health and social care work, with specialist training provided as required. Where appropriate, staff undertake external training courses in line with their development needs.

4.4	**Safeguarding** CGL are committed to ensuring the safeguarding and wellbeing of children and adults at risk, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.	
5	**Your commitment to CGL**	
5.1	<u>CGL Vision and Values</u> Promoting and understanding the values and vision if CGL. To understand what it means to you in your respective role, to your team and to service delivery.	
5.2	<u>Children and Adults at Risk</u> Demonstrating an understanding of and commitment to best safeguarding practice. Making awareness of documentation and referral pathways at your service a priority and taking immediate and appropriate action as necessary.	
5.3	<u>Boundaries and Behaviours</u> Observing professional integrity in relationships with service users, peers, your team and other relevant professionals.	
5.4	<u>Health & Safety</u> Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work.	
5.5	<u>Equality, Diversity and Inclusion</u> Being committed to helping to build an organisation that respects and values the diversity of all staff, making our services accessible and inclusive, regardless of an individual's protected characteristic (age, disability, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation) recovery status or offending background.	
5.6	<u>Confidentiality</u> Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.	
5.7	<u>Information Governance</u> Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.	

5.8	**Continuous Professional and Personal Development** Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.

The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of CGL. Any change will be made after a proper period of consultation.

This post is subject to a Disclosure and Barring Service check at an enhanced level.

(Applies to all roles where regulated activity is undertaken.)

Staff will need to work flexibly across operational sites as required and to work flexibly within an agreed number of hours to maintain the most appropriate level of service provision. This may involve evening and weekend working.

CGL's Competencies:

CGL's Management Competency Framework articulates underlying characteristics that all managers are required to demonstrate and can be used for identifying strengths, development opportunities and performance management.

- Judgement
- Communication & Influence
- Open mindedness
- Emotional Intelligence
- Diversity
- Empowerment
- Courage
- Deliver results

These are supported through training, appraisal and supervision to ensure our Team Leaders are able to perform to the best of their ability, support their teams, model the values of the organisation and develop their own leadership skills.

Person specification			
Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role. **Please note** - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.			
1	**Education, knowledge and experience**		
1.1	Educated to degree level or equivalent experience		E
1.2	Knowledge and experience of developing and leading health and social care services		E
1.3	Knowledge and experience of delivering services which evidence high performance and quality standards		E
1.4	Experience of effective partnership working, relationship management, pathway and protocol development		E
1.5	Experience of culture and change management, staff engagement, service improvement.		E
2	**Abilities and skills**		
2.1	Ability to lead, inspire and develop a team.		E
2.2	Ability to develop positive working cultures and relationships, embedded in CGL values		E
2.3	Skills which demonstrate effective communication in a variety of formats to a broad audience		E
2.4	Ability to apply reasoned non-judgemental analysis to the investigation of incidents (including the death of clients) and to produce high quality investigation reports		E
3	**Working within CGL's framework of commitments to employees**		
3	We expect staff to work demonstrate the skills and competencies as outlined within CGL's framework of commitment as outlined above (section 5 of the JD, your commitment to CGL)		E

			Authors		
	Version number	*Date*	Initials	Initials	Year
	1.1	March	KF	LM, VM	2016